



Royal Mail
Annual Report – Complaints and Compensation
CP3.3.14, CP3.3.15 and CP4.3.1

25 June 2018

Royal Mail's Annual Consumer Complaints & Compensation Scheme Reports 2017/18 (CP3.3.14, CP3.3.15 and CP4.3.1)

Royal Mail is a large business, handling billions of mail items every year. While we work hard to get everything right, there are still times when problems arise. **Recognising and fixing issues is an important part of being easy to do business with.**

We take complaints seriously and have developed a 'root cause' approach to managing them. This helps us to resolve customer issues while identifying and addressing the underlying causes. **We focus on First Time Delivery, and aim to continuously improve our performance.**

Increasing the visibility of items in our network is a key priority for our customers. We are investing in technology and training that will strengthen our operation and offer a better customer experience. However, we appreciate that this additional visibility can widen the scope for things to go wrong. This includes barcodes not being scanned at the point of delivery, which can cause delays to delivery confirmations being received. During the year, we held a series of national face-to-face training sessions for frontline colleagues, dedicated to improving the scanning of barcoded items and the importance of accurately completing 'Something for You' cards.

We have made progress in reducing complaints in key categories, including redirections and misdeliveries. This is the result of a range of initiatives that include internal communications campaigns and training.

The complaints and compensation figures for Royal Mail for 2017/18 (as required by Ofcom's regulatory Consumer Protection (CP) conditions CP3.3.14, CP3.3.15 and CP4.3.1) are detailed in the following tables. It is important to bear in mind when considering these that Royal Mail is required to record any expression of dissatisfaction as a complaint. This includes phone calls, letters, emails and online forms. This means we are obliged to record some matters as complaints even when Royal Mail is not at fault.

We take every complaint seriously and continually strive to provide the best possible service. If something goes wrong, our aim is to promptly deal with the problem and rectify it as soon as possible.

For 2017-18, our mean business customer satisfaction score was 78, in line with our performance in 2016-17. In a recent survey conducted by Ipsos MORI, **81 per cent of customers said they were favourable towards Royal Mail in 2017; 88 per cent said they were satisfied with our services.** This was well above the average for all the brands in the survey. The majority of our customers rated us as delivering extremely or very good value for money

This report covers the period 01/04/2017 to 31/03/2018.

CP 3.3.15 (b) - Consumer Complaints Report

The number of consumer complaints¹ received in 2017/18 which became completed complaints.

Category Of Consumer Complaint ²	Received and Completed Complaints
Loss	206,577
Redirection	69,462
P739 Failure	65,580
Mis-Delivery	59,349
Delay	56,636
Delivery Procedure Errors	53,788
Denial of Receipt	38,995
Redelivery Failure	40,078
Damage	34,971
Part Loss	18,972
Other	116,210
Grand Total	760,618

CP 3.3.15 (a) - Consumer Complaints Report

The number of consumer complaints which were received in 2017/18 which did not become completed complaints.

Category Of Consumer Complaint	Received But Not Completed Complaints
Loss	12,027
Redirection	1,307
P739 Failure	2,594
Mis-Delivery	1,399
Delay	2,854
Delivery Procedure Errors	1,644
Denial of Receipt	3,411
Redelivery Failure	1,748
Damage	1,604
Part Loss	1,030
Other	4,665
Grand Total	34,283

¹ The definition of a consumer complaint is a complaint from, or on behalf of a customer of a regulated postal service who is not a contract customer.

² Royal Mail is required, under CP 3.3.15, to break consumer complaints down into no more than ten of the main causes of consumer complaint.

CP4.3.1 - Operation of the Compensation Scheme for 2017/18

Category of Complaint ³	Number of Complaints ⁴	Number Paid	Compensation ⁵
Loss	257,366	188,188	£4,272,693
Denial of Receipt	134,712	2,288	£104,563
P739 Failure	93,131	1,514	£20,875
Redirection	72,493	15,021	£319,785
Delay	67,191	53,452	£549,453
Delivery Procedure Errors	65,327	2,542	£25,307
Mis-Delivery	60,757	1,169	£10,722
Damage	41,850	17,886	£403,893
Redelivery Failure	41,826	960	£10,227
International Loss	22,310	18,166	£1,007,936
General Complaint	18,723	1,071	£154,401
Other	168,836	35,224	£1,000,057
Grand Total	1,025,799	336,410	£7,725,510⁶

³ Royal Mail is required, under CP 4.3.1, to break complaints down into no less than ten of the main causes of complaint.

⁴ Royal Mail is required to record any expression of dissatisfaction as a complaint. This includes phone calls, letters, emails and online forms. This means we are obliged to record some matters as complaints even when Royal Mail is not at fault. With respect to complaints made in person, Royal Mail applies the advice set out in Ofcom's *Guidance Notes to the Ofcom Approved Code of Practice for Complaints Handling*

⁵ The Compensation figure includes payments made to all customers (contract and non-contract) in accordance with the product terms and conditions, the regulatory compensation scheme for delay, and any goodwill payments made in respect of customer complaints received.

⁶ All compensation payments are rounded to the nearest pound.